

California Department of Consumer Affairs



CEA

CAREER EXECUTIVE ASSIGNMENT

THE DEPARTMENT OF CONSUMER AFFAIRS PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, RELIGIOUS CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

TDD users contact the California Relay Services TDD line at 1-800-735-2929, voice line at 1-800-735-2922, or (916) 322-1700.

www.dca.ca.gov

POSITION CHIEF, CEMETERY AND FUNERAL BUREAU (CEA 1)

LOCATION SACRAMENTO

SALARY \$5768 to \$7324

FINAL FILING DATE: October 20, 2004

DUTIES AND RESPONSIBILITIES

Under the direction of the Director and Chief Deputy Director of the Department of Consumer Affairs (DCA), the Chief has full responsibility for the policy, operations, management and supervision of the Cemetery and Funeral Bureau. As a member of the Department's Executive Management Team, the incumbent formulates, directs, implements and interprets Bureau policies and procedures; advises the Director and Executive staff on matters relating to the Bureau's operations and set and perpetuate the goals and objectives of the Department's strategic plan through subordinate staff.

MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications:

Either I

Must be a civil service employee with permanent civil service status.

Or II

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

Or III

Must be a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992.

In addition to one of the above, applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of the following:

Knowledge of: the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the Department's or Agency's Equal Employment Opportunity (EEO) Program objectives; and a manager's role in EEO.

Ability to: plan, organize and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organizational procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide variety of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the Department's or Agency's EEO objectives.

These abilities and knowledge are expected to be obtained from supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies. (Experience may have been paid or volunteer, in state service, other governmental settings or in a private organization.)

DESIRABLE QUALIFICATIONS

- **Management Skills:** Possess the ability to manage multidisciplinary staff and programs, including planning, organizing and directing a program; experience in strategic planning, policy development, leadership, supervision, and organizational awareness.
- **Program Analysis Skills:** Knowledge of federal and state regulations that apply to and impact the work of the Bureau and the Department's mission, goals, and policies; experience in analyzing complex program issues and developing policies or specific solutions; demonstrated ability to develop, implement, and monitor organizational improvements, innovations and strategies.
- **Communication Skills:** Possess excellent oral and written communication skills; ability to use tact and persuasiveness in achieving results; demonstrate ability to participate in public forums, represent the Department on matters relating to the Cemetery and Funeral activities; ability to consult and coordinate with other departmental functional areas statewide and to industries regulated under the Cemetery and Funeral Bureau; demonstrated negotiation skills, and the ability to deal with a variety of individuals and groups on matters of significant political and economic sensitivity.
- **Administrative Skills:** Knowledge of the activities of a regulatory agency and the Administrative Procedures Act; knowledge of the budget process, contract development and administration, and personnel management; effectively interact with Executive Management, legislative committees, the public, other State agencies, programs, and labor representatives.
- **Technical Skills:** Broad and comprehensive knowledge of the Cemetery and Funeral Bureau roles and responsibilities; experience in developing and implementing matters of policy administration.

FILING INSTRUCTIONS

All interested applicants must submit:

- A standard original State application (Form 678) **with official or civil service titles and dates** of experience. Applications without official or civil service titles will be rejected.
- A *Statement of Qualifications*. The *Statement of Qualifications* is a discussion of the candidate's education and experience that would qualify him/her for this position, related to the desirable qualifications, with

emphasis on the factors listed in the screening criteria. The statement should be no more than two pages in length. **Note:** Resumes are optional and **do not take the place** of the Statement of Qualifications.

EXAMINATION INFORMATION

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the "Desirable Qualifications" listed above and screening criteria outlined below, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

All applicants will be notified of the results. The results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

SCREENING CRITERIA

The *Statement of Qualifications* must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

- Education
 - List degrees obtained and dates received.
 - List licenses and/or certificates and dates received.
- Number of years and the type of external contacts (e.g., Legislature, control agencies, etc).
 - List the level, extent, and nature of those contacts.
- Number of years of experience as, or equivalent in level to, Staff Services Manager II.
- Years and type of experience: making clear and convincing presentations, representing and speaking for an organizational unit, presenting to those within and outside the office, such as directors, deputy directors, agency heads and other government executives, corporate executives, legislative members and staff, the media, general public and professional groups.
- Years of experience planning, developing and managing a complex and politically sensitive program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules and policies.
- Demonstrated ability to provide new perspectives and/or develop and implement new initiatives.

The application and Statement of Qualifications are to be submitted to:

Department of Consumer Affairs, Selection Services Unit, ATTN: Regena Caton, 400 R Street, Suite 2000, Sacramento, CA 95816-8037 or P.O. Box 980428, West Sacramento, CA 95798-0428 or via e-mail to Regena_Caton@dca.ca.gov

Questions regarding this examination should be directed to: Regena Caton at (916) 322-2952.

Application and Statement of Qualifications must be postmarked by October 20, 2004. Interagency mail received after October 20, 2004 will not be accepted.

Application packets may be e-mailed to the above address or faxed to (916) 327-5857 to ensure delivery prior to the final filing date of October 20, 2004. Faxed or e-mailed applications must be followed up with the original application mailed to the above address.